



STATE OF MICHIGAN

**Family
Independence
Agency**

Memo

235 S. Grand Avenue
Lansing, MI 48909
www.mfia.state.mi.us

Office of Internal Audit

Tel: 517 373-8770
Fax: 517 373-8771

To: Asha Shah, Director
Budget, Analysis, and Financial Management
Administration

Date: January 2, 2002

From: Rita Barker, Director
Office of Internal Audit

Subject: Review of Telephone Answering within FIA
Audit # 2002-039

The Office of Internal Audit performed a review of telephone answering within FIA during the period November 26 through December 5, 2001. We selected a sample of 100 telephone numbers, and called those numbers to determine if a caller could talk to a person when (s)he called that number. Our sample included local, district, and central offices. All calls were made between the hours of 8:00 am and 5:00 pm.

For 95 of the 100 numbers we called, we were able to talk to a person in a reasonable amount of time, and without having to go through several rounds of pushing certain numbers to do so. For four telephone numbers that we called, we had to go through the menu two or three times before we had the option to talk to a person. And for one of those 4, we were disconnected when we selected the number that was supposed to allow us to talk to a person. When we called the last number, we were allowed to talk to a person, but only after a long wait on hold.

The 5 offices where we had a delay or difficulty getting to talk to a person were all large offices with a high volume of incoming telephone calls. Overall we concluded that customers do have the option of talking to a person when they call FIA offices, and that the FIA employees who answered the telephones were pleasant and helpful.

Please contact me if you have questions concerning this review.

c: M. Jasonowicz

J. Kasprzak

D. Bos

D. Werk

R. Hoffman

C. Osga

